

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE PATENT APPLICATION OF: Vitale et al. Our File: 36-124 US

Serial No: 09/872,030

Group: 2617

Patent No: 7,111,318

Issued: September 19, 2006

Title: COMMUNICATION SYSTEM WORK ORDER PERFORMANCE
METHOD AND SYSTEM

April 10, 2007

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

We respectfully request the correction of errors as set out in the attached Certificate of Correction. It is our understanding that, since these errors occurred in the United States Patent and Trademark Office, no fee is required.

The Commissioner is hereby authorized to charge any fees which may be required, or credit any overpayment, to Deposit Account No. 50-1465.

Respectfully,



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UNITED STATES PATENT AND TRADEMARK OFFICE

CERTIFICATE OF CORRECTION

PATENT NO: 7,111,318
DATED: September 19, 2006
INVENTOR(S): Vitale et al.

It is certified that errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Col. 25, line 22, "communicate intonation" should read -- communicate information --

Col. 26, line 24, "including intonation" should read -- including information --

MAILING ADDRESS OF SENDER:

PATENT NO. 7,111,318

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